



## NORTHWEST POWER NORTHWEST VALUES

**Job Title & Series:**

Business Analyst, GS-301

**Job Announcement Number:**

9886-12

**Grade & Salary Range:**

GS-11: \$60,520 - \$78,674

GS-12: \$72,540 - \$94,300

**Opens:** 03/02/12

**Closes:** 03/16/12

(Applications must be received by 11:59 p.m. Pacific Time)

*Full performance level: GS-12. May be filled at any level above.*

**Anticipated number of positions to be filled:**

More than one position may be filled

**Location:** Portland, OR

**Type of Position:**

This is a Permanent position with a full-time work schedule.

**Organization:**

Power Service/Power Policy & Rates/Power Policy Development (PPD)

**Benefits:** BPA offers a comprehensive benefits package. <http://www.jobs.bpa.gov/Benefits/>

### Eligibility

Applications will be accepted from current and former competitive service Federal employees, and those eligible under special hiring authorities. Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

### About BPA

The Bonneville Power Administration has been powering people and careers for nearly 75 years. We are a non-profit federal agency that provides clean, emissions-free electricity to the Pacific Northwest and maintains a high voltage transmission system to deliver that electricity. We are a leader in sustainability and environmental stewardship, promoting energy efficiency, renewable energy, the smart grid, fish and wildlife protection and initiatives to address climate change. We are a visionary and innovative agency that values diversity and creativity and encourages continuous learning. We are located throughout the Pacific Northwest with opportunities in cities, smaller communities and rural areas. You can learn more about BPA at [www.bpa.gov](http://www.bpa.gov).

### Job Summary & Major Duties

The incumbent serves as a Business Analyst in Power Services and reports directly to Manager of Power Policy Development.

Duties include:

- Works with managers to document and recommend improvements to business processes within the Power Services organization. Serves as a resource in the area of documenting data and process flows and corresponding management controls. Assists managers and staff in ensuring systems and processes are highly efficient and effective at achieving results that are documented and repeatable.
- Provides expertise and serves as a resource for Power Services managers in building process models using industry-standard modeling languages and tools (such as Metastorm's ProVision).
- Provides guidance to and oversees teams in their conduct of needs assessments, project process mapping, benchmarking and implementation of process improvements.
- Develops and supports structured management of business documents and artifacts which include training documentation, desk procedures, system requirements, process designs, etc.
- Leads the design of structured change management approaches.
- As appropriate, plans and leads process improvement projects, studies, and analyses and, organizes, and/or directs, team efforts to develop, present to management and implement recommendations.
- Partners and collaborates with other specialists and teams to perform lessons learned, after action reports and root cause analysis as part of identifying opportunities to apply business or process improvement strategies.

Power Policy Development oversees and facilitates the comprehensive development of power policy. This function also coordinates policy development and concurrence across the agency and ensures that policy formats and quality control are consistently applied throughout the organization. This group may lead teams conducting

policy development. In addition, this group provides support to Power Services managers and Agency Compliance and Governance by being a point of contact to address process management improvement efforts in Power Services, meeting BPA's OMB Circular A-123 compliance activities and providing business analyst support, including process mapping, documentation and training.

## Qualifications

### SPECIALIZED EXPERIENCE

**GS-11:** Specialized experience is experience or training which demonstrates the applicant has knowledge of business process management, process improvement, and quality assurance methodologies and tools.

**GS-12:** Specialized experience is experience in which the applicant participated in business and process and applied basic business process management, process improvement, and/or quality assurance methodologies and tools.

In order to be rated as meeting the minimum qualifications, we must be able to determine from your application package (includes resume, cover letter and or other supporting material) that you have a minimum of **one year** of the specialized experience requirement described above. *Applicants who have qualifying experience performed on less than a full-time basis must specify the percentage and length of time spent in performance of such duties.*

NOTE: Minimum Qualifications and Time-in-Grade Requirements must be met within 60 calendar days of the closing date of this announcement. Applicants must have served 52 weeks at the next lower grade level in the Federal service. To be creditable, specialized experience must have been equivalent to the next lower grade of the position to be filled.

**Substitution of education for specialized experience:** Completion of education in the amount shown below is qualifying at grade GS-11 only if it provided the knowledge, skills and abilities necessary to do the work of the position.

**GS-11:** 3 full years of progressively higher level graduate education leading to a Ph.D or equivalent doctoral degree in a related field may be substituted for experience.

### KNOWLEDGE, SKILLS, AND ABILITIES

Your application materials will be reviewed against the knowledge, skills and abilities (KSAs) listed below to determine your qualifications.

Please describe your experience and thoroughly address the statements below within your resume, cover letter, and/or other supporting material you choose to submit. Work product examples will not be reviewed unless specifically requested. **Clearly articulating your work experience to determine the application of this knowledge, these skills or abilities through performance is critical to determining your qualifications for this position.** For more information on how to provide supporting information for KSAs, please visit [http://jobs.bpa.gov/How\\_To\\_Apply/ksa.cfm](http://jobs.bpa.gov/How_To_Apply/ksa.cfm).

- 1. Knowledge of multiple business process management, process improvement, and quality assurance methodologies and tools (e.g., process controls, process mapping, Lean, Six Sigma, Root Cause Analysis, etc.).** (Describe your experience in applying methods and tools in support of process management, operational excellence, and continuous improvement.)
- 2. Skill at applying analytical methods, best practices and techniques to assess and improve a broad range and complex business operations sufficient to provide leadership and practical expertise to an electrical utility.** (Describe your experience in providing leadership and expertise to an organization for process and operational improvement.)
- 3. Skill at applying project management principles and techniques, set objectives and targets, create work plans, and reliably deliver results in an environment of competing demands.** (Provide examples of the projects or other work you have organized and managed, how you prioritized that work, and the outcomes in terms of delivering on expectations.)
- 4. Ability to establish and maintain high credibility and reliance in a consultant-style relationship with clients.** (Describe your experience forming business relationships with subordinates, peers, superiors and work groups. Describe your experiences in which you have coached and counseled others. Discuss techniques used to facilitate meetings, present project information, and renegotiate timelines and

priorities with stakeholders and sponsors. Additionally, describe experiences when you were able to make changes to a project in order to meet timelines.)

## SECURITY & SUITABILITY

The sensitivity level of this position is designated as 'Low Risk – Nonsensitive', which requires that the selectee pass a National Agency Check with Inquiries (NACI) personnel investigation and receive a favorable suitability determination. For more information please visit: [http://jobs.bpa.gov/How\\_To\\_Apply/faqs.cfm#18](http://jobs.bpa.gov/How_To_Apply/faqs.cfm#18)

## Application Package Checklist

- ☐ Resume, cover letter, and/or other supporting material you choose to submit that fully describe your education and experience. Application must contain sufficient information to determine eligibility for the position.

### Applications must include the following information:

- ☐ Job Announcement number, title, and grade
- ☐ Full legal name, mailing address, contact telephone number and email address
- ☐ **Country of citizenship** (SSN or other ID is not requested at this time)
- ☐ High school attended which includes name of high school and location.
- ☐ Employment history including unpaid positions with job title, grade (if Federal), duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month and year), salary, and hours worked per week. Explain any gaps in employment.
- ☐ Indication if we may contact your current supervisor.
- ☐ List of other job-related training, skills, certificates and licenses, recognition, professional memberships, publications, leadership activities, or other relevant information.
- ☐ Grade level(s) for which you are applying.
- ☐ If you are applying as a reinstatement or status candidate from another Federal agency, please include a copy of your most recent Standard Form (SF)-50, Notification of Personnel Action.
- ☐ VETERANS: To be considered for VEOA or VRA consideration, a copy of your DD-214 (Member 4) is required. 10-point veterans must also provide a copy of their SF-15 and associated documentation
- ☐ All applicants are encouraged to complete and submit the attached Applicant Source and Ethnicity and Race form.

## How to Submit Your Application

Applications may be emailed, faxed or mailed. Due to security requirements, we only accept hand-delivered application from individuals who currently have badge access to the building.

- **Email to:** [jobs@bpa.gov](mailto:jobs@bpa.gov) with the Job Announcement Number in the subject line and on any attachments.
- **Fax to:** 503-230-3149
- **Send via US Mail to:** Bonneville Power Administration, ATTN: Human Capital Management, NHQ-1, PO Box 3621, Portland, OR 97208-3621.

You will be notified via email to confirm receipt of your application package. *Applicants should retain a copy of their application as BPA does not return applications or provide copies.* For more information on the hiring process, please refer to: [http://jobs.bpa.gov/How\\_To\\_Apply/whathappens.cfm](http://jobs.bpa.gov/How_To_Apply/whathappens.cfm).

## Additional Information

**Veterans Information:** <http://www.usajobs.gov/vi>

---

### Career Transition Assistance Program/Interagency Career Transition Assistance Program

**(CTAP/ICTAP):** Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. **Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.** For additional information please refer to <http://www.opm.gov/ctap/>

---

**EEO Policy Statement:** <http://www.usajobs.gov/eeo>

---

**Reasonable Accommodation Policy Statement:** <http://www.usajobs.gov/raps>

---

**Legal and Regulatory Guidance:** <http://www.usajobs.gov/lrg>

---

**Forms Availability:** All application materials may be obtained by calling 503-230-3230, or 1-877-975-4272 or visiting: <http://www.jobs.bpa.gov> .

## **Applicant Source Form**

The Bonneville Power Administration's Human Capital Management office has an ongoing process improvement objective associated with recruitment and outreach strategies. In order for us to assess the effectiveness of our current advertising and Recruitment efforts, please identify how you learned about this job by marking the appropriate box below:

Vacancy Announcement Number	Position Title, Series, Grade
<input type="text"/>	<input type="text"/>

☐ **BPA Website**

☐ **USAJOBS Website**

☐ **Job Board** (CareerBuilder, Craigslist, Employment Dept, etc.)

**(please specify):** \_\_\_\_\_

☐ **Industry Website or Event** (National Institute of Government Purchasers, GreenDrinks, etc.)

**(please specify):** \_\_\_\_\_

☐ **Social Media Website** (Facebook, LinkedIn, etc.)

**(please specify):** \_\_\_\_\_

☐ **Career Fair** (campus events, community event)

**(please specify):** \_\_\_\_\_

☐ **BPA employee**

☐ **Other (please specify):** \_\_\_\_\_

U.S. Office of Personnel Management Guide to Personnel Data Standards	<b>ETHNICITY AND RACE IDENTIFICATION</b> (Please read the Privacy Act Statement and instructions before completing form.)
Name (Last, First, Middle Initial) <div style="background-color: gray; width: 50px; height: 15px;"></div>	
Agency Use Only	
<p><b>Privacy Act Statement</b></p> <p>Ethnicity and race information is requested under the authority of 42 U.S.C. Section 2000e-16 and in compliance with the Office of Management and Budget's 1997 Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity. Providing this information is voluntary and has no impact on your employment status, but in the instance of missing information, your employing agency will attempt to identify your race and ethnicity by visual observation.</p> <p>This information is used as necessary to plan for equal employment opportunity throughout the Federal government. It is also used by the U. S. Office of Personnel Management or employing agency maintaining the records to locate individuals for personnel research or survey response and in the production of summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained, or for related workforce studies.</p>	
<p><b>Specific Instructions:</b> The two questions below are designed to identify your ethnicity and race. <b>Regardless of your answer to question 1, go to question 2.</b></p>	
<p><b>Question 1. Are You Hispanic or Latino?</b> (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.)</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p><b>Question 2.</b> Please select the racial category or categories with which you most closely identify by placing an "X" in the appropriate box. Check as many as apply.</p>	
<p style="text-align: center;"><b>RACIAL CATEGORY</b> (Check as many as apply)</p>	<p style="text-align: center;"><b>DEFINITION OF CATEGORY</b></p>
<input type="checkbox"/> American Indian or Alaska Native	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
<input type="checkbox"/> Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
<input type="checkbox"/> Black or African American	A person having origins in any of the black racial groups of Africa.
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
<input type="checkbox"/> White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Created from:  
 Standard Form 181  
 Revised August 2005  
 Previous editions not usable  
 42 U.S.C. Section 2000e-16 NSN 7540-01-099-3446